ALBERTA HEALTH

PROGRAM AND SERVICE GUIDE

1990

91-00616/

CONTENTS

	Page
Deputy Minister	2
Mental Health Patient Advocate	3
Public Communications	4
Internal Audit	5
Provincial Nursing Consultant	6
Provincial Medical Consultant	7
Information Technology Division	9
Finance and Administration Division	11
Human Resource Services Division	15
Policy and Planning Services Division	17
Mental Health Division	21
Public Health Division	25
Hospital Services Division	29
Health Care Insurance Division	33
Index	37

DEPUTY MINISTER

Responsible for the overall management of the Department, including the administration and delivery of the Province's Hospital Services, Health Care Insurance, Public Health, Mental Health, Long Term Care and Emergency Health Services programs; also, for the formulation of long term health and health care delivery objectives, policies and plans for recommendation to the Minister of Health.

Rheal LeBlanc **427-7164**

MENTAL HEALTH PATIENT ADVOCATE

The Mental Health Patient Advocate will be responsible for investigating complaints from formal patients detained in designated mental health facilities and determining whether the complaints warrant further investigation. The Patient Advocate will make recommendations to the boards of directors of mental health facilities relating to any matters affecting the formal patients and any other matters pursuant to the Mental Health Act and Patient Advocate Regulations.

Dr. Mervyn Hislop **422-1813**

PUBLIC COMMUNICATIONS

Responsible for providing external and internal information services, including publications, advertising, displays, audio-visual productions and reports.

Director, Garth Norris	**427-6086**
Media Advisor, Larry McLennan	**427-6086**

Alberta Health Care	**422-1417**
Hospital Services	**427-6086**
Public Health	**427-5541**
Mental Health	**427-5541**

INTERNAL AUDIT

Responsible for providing internal auditing services to the Department's Executive through a systematic appraisal of internal controls over Departmental activities. The Branch is also responsible for operating the disbursement control function over the Alberta Health Care Insurance Fund.

Director, Phil Pardo	**427-1419**

PROVINCIAL NURSING CONSULTANT

The Provincial Nursing Consultant is responsible for coordinating and implementing the four year nursing initiatives program. In addition advises and consults with senior Departmental officials, line staff, and nursing organizations and groups on all matters relating to nursing in the Province.

Sharon E. Snell, R.N. **427-7164**

PROVINCIAL MEDICAL CONSULTANT

Areas of responsibility cover departmental liaison with individual health care practitioners and their professional associations, and funding of graduate medical education and of sessional payments for health care professionals; also serves as Chairman of the Out-of-Province Supplementary Assistance Program, Emergency Financial Assistance Committee and as professional advisor on all aspects of health care.

Dr. Howard Platt **427-7164**

Primary Contact:

Out-of-Province Supplementary Assistance Program; and Emergency Financial Assistance Program
Carol Paisley 422-4356

INFORMATION TECHNOLOGY DIVISION

Areas of responsibility cover the application and implementation of information technology (IT) and the administration of automated data assets for the Department. The Division provides technical innovation in the areas of integrated data bases, telecommunications for data distribution and systems development and maintenance to support government program delivery and to allow adequate planning in the health care field, services to external facilities including active treatment hospitals, health units, and long term care and extended care institutions.

Assistant Deputy Minister
Dick Alvarez **427-8717**

Information Services

Director, Grant Chaney	422-9449
Primary Contacts:	
Decision Support & Information Centre	
Patricia Lee	422-9449
Image Processing	
Vacant	422-9449

Operations

Director, Ron Chilibeck	427-1457
Primary Contacts:	
Application Support	
Terry Oakes	422-9449
Rob Jephcott	427-1048
Production Support	
Pat Fowler	427-1459
Data Base Administration	
Chris Chan	427-1466

Planning, Consulting & Telecommunications

Director, Malcolm Steele	427-7127
Primary Contacts:	
Data Management	
Jane Pearson	427-0599
Hospital Systems Consulting	
Gerry Slusar	427-0599
Planning and Telecommunications	
Curry Cochrane	422-9449

Systems Development

Director, Fred Poppe	427-3279
Primary Contacts:	
Systems Managers	
Rose McAllister	427-3277
Susan Watson	427-3277

Areas of responsibility cover financial planning; management of the Department's budgets; provision of financial operations; administrative services; accommodations and records management, and vital statistics.

Assistant Deputy Minister
Aslam Bhatti **427-7164**

Financial Planning

Responsible for coordinating the analysis and development and monitoring of the Department's annual expenditure plans, analyzing the financial statements of health units, provincial labs, as well as the provision of advisory services on financial and budgetary matters.

Director, Peter Hegholz 427-1045

Financial Operations

Responsible for controllership in the processing of payments and receipts, establishing and maintaining accounting records and procedures, collecting and refunding health care insurance premiums.

Director, Dave Cathro 427-1402

Primary Contacts:

Accounts Payable
Corrine Bleakley 427-5237

Grant Payments
Don Pischke 427-5237

Health Care Premium Refund
Kamal Seth 427-5237

Payment of Administrative Accounts
John Rivest 427-2631

Banking
Richard Bortoluzzi 427-1402

Banking & Cheque Inquiries
Evelyn Bakker 422-5268

Premium Payment Processing
Dennis Goldsack 427-1429

Administrative Services

Responsible for acquisition of materials and supplies and operation of mail services, stockroom, warehouse and print shop. As well, responsible for equipment rentals, repair and maintenance and other administrative support services.

Director, Ray Cooper 427-1425

Primary Contacts:

Support Services
Kathy Yurkiw 427-1425

Supply Services
Bonnie Rawlyk 422-9517

Accommodations and Records Management Branch

Responsible for providing technical and professional support to the Department in the areas of facilities planning and management and records management.

Director, Roger Mariner 427-4556

Primary Contacts:

Records Management
Joyce Ewaniuk 422-9512

Accommodations Services
Julian Ninowsky 422-9510

Accommodations Planning
Lynda Day 422-9510

Vital Statistics

Responsible for registration of all births, deaths, marriages and changes of names occurring in Alberta and provides certificates of confirmation of these events on request. Provides statistics for government and approved private health-related agencies for purposes of data exchange, comparisons and research, plus a data base to monitor the state of public health in Alberta. Also responsible to register and licence marriage commissioners, clergymen to perform marriages, marriage licence issuers and hospital registrars.

Director, S. William (Bill) Gilroy 427-5857

Primary Contacts:

Field Services
William S. Pisarchuk 427-5941

Administration & Operations
Morris Sabadash 427-8897

Systems Administrator
Connie Schultz 422-3784

General Enquiries 427-2683

Responsible for comprehensive human resource programs. These programs include recruitment, selection, classification, salary and benefit administration, coordination of employee relations activities, human resource development, human resource information, organizational analysis and design. Also leadership is provided to the Department through the development of corporate programs such as performance management, career management, management information and external labour relations

Assistant Deputy Minister
Harvey Geddes 422-1566

Personnel Services

Responsible for service to the Department through the provision of recruitment and selection activities, classification, organizational analysis and design, salary and benefit administration, coordination of employee relations issues including collective agreement interpretations and grievance and discipline programs. Also responsible for management of occupational health and safety programs, long term disability insurance programs and provides support on external labour relations issues.

Director, Terry Chugg 427-6974

Corporate and Human Resource Development

Responsible for the provision of training and development related services. These services include technical training in the areas of: Claims Assessment and Processing, Alberta Health Care Client Registration, and microcomputer literacy; corporate training which concentrates on the Department's need for improving customer service, orientation, and performance management; developmental training which examines and assists staff in their present roles or prepares them to enter a new role.

Also provides services in the areas of performance management, career development, operational planning, educational leave/incentive, and coordinates the Wellness and Women's Programs.

Director, Rob Schnell 422-1431

Projects and Information Services

Responsible for providing support to the human resource program areas through management of special projects, coordination of the Divisional Project Management System, coordination of automated equipment acquisition, and management of Human Resource Information systems.

Manager, Vernon Gee 427-1524

Areas of responsibility cover the provision of support to the Minister, Deputy Minister and the Executive Committee of Alberta Health on matters relating to planning, evaluation and policy development for the Alberta Health Care system. The Division also provides advice, consultation and recommendations in the areas of program budgeting, costing and negotiations with health professional associations. Also collects, analyzes and disseminates statistical and other information required to perform these functions and manages the regulatory requirements of the Department.

Assistant Deputy Minister
Don Junk **427-8599**

Library and Inquiry Services

Responsible for developing, maintaining, delivering and providing access to the information services and resources that will meet the needs of Departmental programs and staff, and clients of the Department's programs, including health-oriented groups and agencies, other government departments, and the public. Also responsible for identifying and augmenting the information resources located within local communities in Alberta through the provision of information and the loan of materials.

Director, Keith McLaughlin 427-3530

Primary Contacts

Community Health Section
Helene Wickens 427-3530
Anna Hesse 427-3530

Hospitals Section
Peggy Yeh 427-8720
Carolyn Biggar 427-0602

Program Evaluation and Review

Responsible for developing and coordinating the evaluation and review of all components of health care development and delivery. Services and resources are provided to support and make recommendations to improve the effectiveness of health care systems, programs, and services managed and/or funded by Alberta Health.

Director, Ray LaFleur 427-2666

Primary Contacts:

Program Evaluation
Leslie Gardner 427-2654

Operations Review
Peter Kennett 427-2654

Health Economics and Statistics

Responsible for initiating, administering and coordinating health economics research, statistical data gathering and reporting, developing and maintaining health status indicators, providing assistance and advice in preparation of departmental budgets and financial plans; collecting and analyzing data and preparing reports to support negotiations with health professionals and health agencies; and, implementing changes to benefit rates.

Director, Mo Cheung 427-1420

Primary Contacts:

Hospital Economics
Tapan Chowdhury 427-0859

Medical Economics
Don Graydon 427-0859

Community Health Statistics
George Parakulam 427-0859

Research and Planning

Responsible for coordinating the Department's strategic and corporate planning process; health disciplines planning; research and policy development relating to health service delivery; assessing innovative health service delivery options; federal and a provincial liaison.

Director, Cecilie Lord 427-8890

Primary Contacts:

Policy Development
Evelyn Swanson 427-0594

Planning
Habib Fatoo 427-0407

Health Disciplines Planning
Brenda Johnson 427-0407

Research and Innovation
Paul Stolee 427-0595

Federal and Provincial Relations
John McDonough 427-0407

Legislative Research and Planning

Responsible for legislative and regulatory changes; preparing Orders-In-Council, Ministerial Orders and contracts; hospital, nursing home and Public Health Unit district board and boundary changes; interpretation of legislative and legal matters; administering third party liability claims; hospital district local requisitions; and foundation registrar.

Director, Bruce W. Jones 427-7164

Primary Contacts:

Legislative Affairs
Janice Trylinski 427-7164

Third Party Liability
Ray LaRiviere 427-7117

District Organization, Boundaries & Requisitioning
Sheila Blair 427-7164

Responsible for ensuring the availability of quality treatment and support services for mentally ill residents of Alberta by operating community mental health and institutional mental health services as well as funding community agencies and operating a suicide prevention program. The Division also operates three extended care centres

Assistant Deputy Minister
Gordon R. McLeod 427-2816

Community Mental Health Services / Funded Agency Program / Children's Mental Health Services

Community Mental Health Services/Children's Mental Health Services are responsible for providing diagnostic assessment and treatment of clients of all ages throughout the province; consultation to general practitioners, nursing homes, courts, correctional institutions, Public Health, Child Welfare, schools and other community agencies; follow-up of persons released from mental hospitals, including placement in residential and nonresidential support services in the community.

These services are provided through 55 on-site clinics and a number of travelling clinics operated by six regions of the province.

Acting Exec. Director,
Dr. A. H. Thompson 427-2816

Funded Program is responsible for ensuring, through funding to agencies and individuals, the provision of efficient and effective community support programs.

Funded Agencies operate residential and nonresidential programs. The residential programs include group homes, small custodial care institutions and assessment units. Nonresidential programs include skills development programs, assisted living situations, psychotherapy programs, multi-resource programs, community case management and satellite apartments.

Approved Home Program is an arrangement whereby private homes provide accommodation and support for adults who require such, but are not ready for a more independent living arrangement.

Policy, Planning, Research and Extended Care

Responsible for operating three extended care centres (Rosehaven Care Centre in Camrose, Raymond Care Centre in Raymond and Claresholm Care Centre in Claresholm). These centres provide inpatient and outpatient services to psychosocially disabled adults with emphasis recently shifting from an institutional approach to a rehabilitative, community approach. Day, respite, and other support programs have been developed.

Exec. Senior Director, Denis Ostercamp 427-2816

Primary Contacts:

Mental Health Promotion & Communications
Judy Barlow 427-2816

Planning & Policy Development
Henry Borowski 427-2816

Research & Evaluation
Dr. A.H. Thompson 427-2816

Suicide Prevention Program
Provincial Suicidologist,
Dr. Ronald Dyck 427-2816

Hospital Mental Health Services

Responsible for providing quality, hospital based mental health services; monitoring and making recommendations with regard to the funding of the mental health hospitals, psychiatric programs in general hospitals and mental health programs in other institutions; and administration of the Mental Health Act.

Director, Juhree Zimmerman 427-2816

Finance & Administration

Responsible for monitoring and making recommendations with regard to the Division's Finances and administration of the Division's budget.

Co-ordinator, Linda Weir 427-2816

Responsible for the management of government funding, and the provision of consultative services for planning, operating and evaluating health promotion, disease prevention and community care programming provided by 27 health units and over 20 other community organizations in Alberta. Management of government funding for the operation of the two Provincial Laboratories of Public Health and the Public Health Advisory and Appeal Board.

Assistant Deputy Minister
Dr. Kenneth W. Hodgins 427-6466

AIDS

Responsible for limiting or eliminating the spread of human immundeficiency virus (HIV) infection (AIDS) in Alberta, primarily through direct and indirect educational activities, to monitor the spread of the infection, and to ensure that care and support of people with HIV infection (AIDS) are available in institutional and community settings.

Director, Dr. Bryce Larke 427-0836

Alberta Aids to Daily Living / Extended Health Benefits

Responsible for the Alberta Aids to Daily Living (AADL) and Extended Health Benefits (EHB) programs which provide total or partial payment for medical equipment and supplies for individuals who are disabled, chronically ill, or terminally ill to assist them to function more independently in a home or a home-like setting. AADL targets Albertans under the age of 65, while EHB targets senior citizens.

Director, John Willms 427-0731

Communicable Disease Control and Epidemiology

Responsible for maintaining a surveillance of communicable disease activity within Alberta; to monitor selected non-communicable and chronic diseases; assist in the development of preventive interventions; and provide direct diagnostic treatment and follow-up services in highly specialized areas, particularly tuberculosis and sexually transmitted diseases.

Director, Dr. John Waters 427-5263

Environmental Health

Responsible for planning, providing technical, program and professional support and evaluating environmental health programs provided by the 27 health units to protect the health of Albertans. Environmental Health programming focuses on food control, water protection, waste management and ensuring acceptable quality for rental and public accommodation.

Director, George Flynn 427-2643

Family Health Services

Responsible for the provision of specific health expertise, support and resources to health units and other funded agencies responsible for the direct delivery of services to individuals. Consulting services are provided in the following program areas: Community Health Nursing, Dental Health, Early Intervention, Nutrition, Sexual Health, and Speech-Language Pathology.

Director, Dr. Gary Plant 427-2653

Health Promotion

Responsible for providing specific initiatives and consultative services to health units which enables individuals and communities to identify and meet their own health needs. Also it utilizes effective health education, community development, policy development, social marketing and research, to achieve its goals.

Acting Director, Trevor Hodge 427-2653

Home Care/Community Long Term Care

Responsible for providing direction to health units and other agencies in Alberta about the delivery of home care and other community based acute, long term and palliative care services to the citizens of Alberta.

Director, Lois Borden 427-4610

Program Support Services

Responsible for providing support, direction and consultation to the Public Health Division, PHAAB, the Provincial Laboratories of Public Health, the 27 health units and other funded agencies. Support services provided are in the areas of finance, accommodation, strategic planning, personnel, communication and correspondence, management of division-wide public health issues, as well as office management and administration.

Director, Trevor Hodge 427-6466

Areas of responsibility cover planning, developing and funding effective and efficient services and programs in provincial active treatment hospitals, auxiliary hospitals, nursing homes, and emergency health services.

Assistant Deputy Minister
Donald J. Philippon **427-7164**

Primary Contacts:

Acute Care Funding Project
Dave Reynolds 427-0175

Management Information System Project
Peter Todd 427-0174

Long Term Care Institutions

Responsible for funding, developing, implementing, monitoring and reviewing resident care programs and standards and funding policies and guidelines of long term care facilities in the Province.

Director, Vivien Lai 427-7128

Primary Contacts:

Financial Services
Art Petrie 427-7128

Program Operations
Greer Black 427-7128

Program Development
Donna Smith 427-7128

Provincial Programs and Capital Planning

Responsible for planning and responding to the physical requirements (new construction, renovations and equipment) of health care facilities and the program and operating support requirements in such specialized areas as diagnostic imaging, laboratory medicine, rehabilitation and food services. The Branch is also responsible for assessing and evaluating new and existing technologies, programs and facilities.

Director, Ron Taylor 427-8719

Primary Contacts:

Planning
Bob Thomas 427-6076

Health Care Technology
Vacant 427-6076

Diagnostic Imaging
Brian Sampson 427-6076

Rehabilitation
Elaine McLeod 427-6076

Dietary
Betty Gravett 427-6076

Equipment Planning
Bruce McAdam 427-6076

Institutional Operations

Responsible for providing innovative leadership; collaborating with health service partners in planning, developing and funding effective and efficient hospital services; and ensuring Government policy is implemented in relation to hospital services.

Executive Director,
Frank H. Langer 427-6082

Assistant Executive Director,
Ray Mamchur 427-7112

Primary Contacts:

Financial Services
Ralph Fernando 427-7112

Edmonton Team
Maureen Bain 427-6083

North Team
David Bougher 427-1041

Operational Planning
Bruce Airth 427-1043

South Central Team
Lorraine McCullagh 427-1041

Calgary Team
Dru Edmiston 427-6083

Institutional Reporting
Tina Ratcliffe 427-7111

Ambulance Services

Responsible for the Air Ambulance and Blood Services Programs, the Department Disaster Plan and inter-hospital transfer policy matters. Also provides input into the Emergency Health Services project.

Director, W.J. (Bill) Tudge 427-3294

Primary Contacts:

Air Ambulance
Elsie Rosenau - In Province 427-3292
Carol Paisley - Out-Of-Province 427-4356
Ross Turnbull - Air Services Consultant 427-4105

Blood Services, Disaster Planning & Inter-Hospital Transfer
Bill Tudge 427-3294

Senior Project Officer
Bruce Conley 427-4105

Areas of responsibility cover registration of residents with the Alberta Health Care Insurance Plan, premium collection and payment of claims.

Assistant Deputy Minister
David Kelly **427-1558**

Registration

Responsible for registration of all residents of Alberta, maintenance of registration information for the purpose of payment of medical services, the billing and collection of premiums, administration of group plans, enrolment for Alberta Blue Cross non-group membership, and customer services in Edmonton and Calgary.

Director, Margaret MacGregor 427-1522

Primary Contacts:

Public inquiries, premium billing, field services, cashier services, registration research
Marg Skori 427-0800

Registration, registration maintenance, premium assistance programs, registration system support
Bernice Zapf 427-1490

Premium collections and refunds
Jim Borgel 427-1416

Calgary Office:

Public inquiries, premium billing, field services, cashier services, registration research
Janet Skinner 297-5120

Claims

Responsible for assessment and payment of claims for basic health services both within and outside Alberta, benefits under the Extended Health Benefits Program, insured inpatient hospital services provided outside the Province and Workers' Compensation Board claims.

Director, Ed Hagen 427-1572

Primary Contacts:

Specialized Claims Assessment: out-of-province, out-of-country, Hospital and Medical Reciprocal Billing, Extended Health Benefits, Workers' Compensation and Subscriber Claims
Roger Oliver 427-1581

Systems Liaison & Support Services: Practitioner Registry, Records Library, Branch Support and Systems
Colette de Guzman 427-1474

Claims Assessment: Medical Assessment, Reprocessed Claims and Appeals and Inquiries
Louise Hewak 427-0761

Communications: Practitioner Liaison, Field Services, Correspondence
Jackie Jaycock 427-0761

Professional Services

Responsible for developing claim assessment policies; recommending additional health care services; reviewing practitioner patterns of practice; identifying and analyzing changes in patterns; managing the Statement of Benefits program.

Acting Director, Marilyn Kroon 427-1573

INDEX

	Page
DEPUTY MINISTER	2
FINANCE AND ADMINISTRATION DIVISION	11
– Financial Planning	12
– Financial Operations	12
– Administrative Services	13
– Accommodations and Records Management Branch	13
– Vital Statistics	14
HEALTH CARE DIVISION	33
– Registration	34
– Claims	35
– Professional Services	35
HOSPITAL SERVICES DIVISION	29
– Acute Care Funding Project	29
– Management Information System	29
– Long Term Care	30
– Provincial Programs & Capital Planning	30
– Institutional Operations	31
– Ambulance Services	32
HUMAN RESOURCE SERVICES DIVISION	15
– Personnel Services	16
– Corporate & Human Resource Development	16
– Projects and Information Services	16
INFORMATION TECHNOLOGY DIVISION	9
– Information Services	10
– Operations	10
– Planning, Consulting & Telecommunications	10
– Systems Development	10
INTERNAL AUDIT	5
MENTAL HEALTH DIVISION	21
– Community Mental Health Services/ Funded Agency Program/Children's Mental Health Services	22
– Policy, Planning, Research & Extended Care	23
– Hospital Mental Health Services	23
– Finance & Administration	24

MENTAL HEALTH PATIENT ADVOCATE 3

ORGANIZATION CHART ..... flap

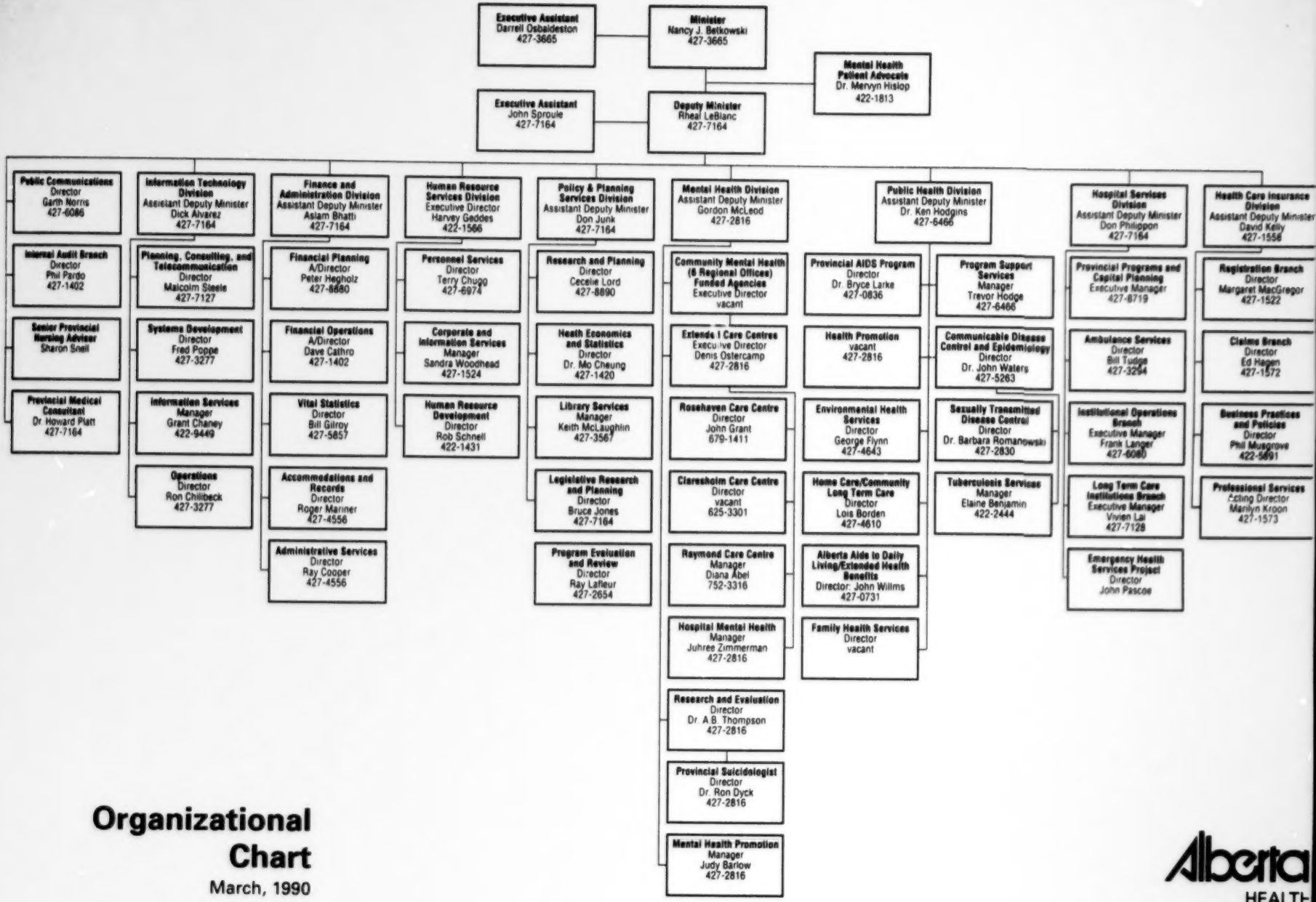
POLICY AND PLANNING SERVICES DIVISION 17
- Library & Inquiry Services 18
- Program Evaluation & Review 18
- Health Economics & Statistics 19
- Research and Planning 20
- Legislative Research & Planning 20

PUBLIC COMMUNICATIONS 4

PUBLIC HEALTH DIVISION 25
- AIDS 26
- Alberta Aids to Daily Living/Extended Health Benefits 26
- Communicable Disease Control & Epidemiology 26
- Environmental Health 27
- Family Health Services 27
- Health Promotion 27
- Home Care/Community Long Term Care 28
- Program Support Services 28

PROVINCIAL NURSING CONSULTANT 6

SENIOR MEDICAL CONSULTANT 7



Organizational Chart

March, 1990

Alberta
HEALTH